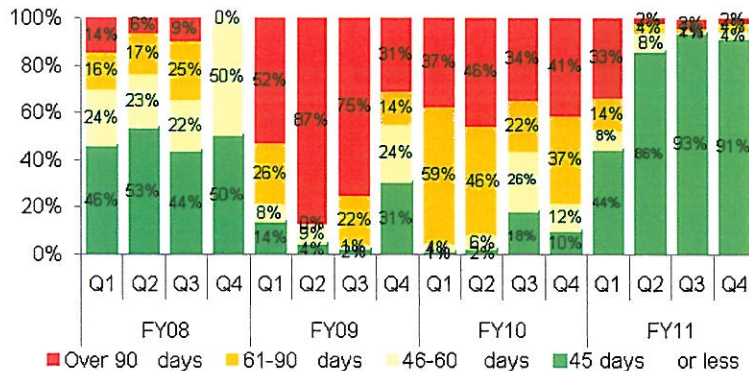


Is determination time improving?

Application Determination Time



Drill Down Measures

4.4.a.1 - Applications Received

4.4.a.2 - Federal Certification Processing Time

Summary Analysis

- During the fourth quarter OMWBE's processing time of new applications within 45 days or less dropped slightly from the previous quarter from 93% to 91%. However, a greater number of applications were processed within this time frame. This represents significant improvement over the same period of FY10 when only 31% of new state applications were processed within 45 days or less.
- As with the previous quarter, staff continued to increase both the number and percentage of other applications processed within 45 days or less during the fourth quarter from the previous quarter.
- The Linked Deposit Program (LDP) continued to provide access to affordable financing to certified firms. The LDP experienced the greatest enrollment of loans for all quarters of FY11, with fifty-three certified firms enrolling thirty-nine loans totaling \$28.4 million. This brings the total number of loans enrolled during FY11 to 142 and totaling \$64.1 million by 113 firms. Firms reported these loans created and/or saved 832 full time jobs.

New State Only Applications Processed:

	Qtr 4 FY10	Qtr 4 FY11
45 days or less	25	101
46-60 days	10	4
61-90 days	28	4
Over 90 days	48	2
Total	111	111

Other Applications Processed: (FY11 Qtr 4)

	Number Processed	Percentage Processed within 45 days
Federal Annual Update	125	92%
State/Federal Recertification	30	81%
State Recertification	45	93%

Data Notes

Data Source: OMWBE Database

Measure Definition: State: The number of new state applications processed in under 45 days, 46-60 days, 61-90 days, and over 90 days, as a percentage of total applications processed during the quarter. This includes state applications (new) and is measured from the day of receipt to the day of the determination.

Target

Rationale:

Link to Agency Strategic Plan:

Relevance:

Notes: (optional) Data as of October 4, 2011.

Also Available

Action Plan: Yes

Extended Analysis: Yes

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2011-01-15 (1)				
DBE Application Processing Time	Director & Certification Manager	4/1/2011	Completed	6/23/2011
ForumDate : 2010-01-15 (2)				
Add new staff resources for processing applications	OMWBE		Completed	6/8/2010
Set goals with staff	OMWBE		In Progress	10/4/2011
ForumDate : 2008-11-19 (1)				
Reexamine process improvements	Director and unit managers	6/30/2011	In Progress	10/4/2011

Add a new item

Extended Analysis

Continued progress in application processing time is made possible through the following process improvements sponsored by the OMWBE's staff process improvement workgroup that began in the third quarter and were completed during the fourth quarter: revision of certification manual, application prescreen protocols and onsite interview form; adoption of application table of contents, document filing standards, creation of NAICS code analysis template, and NAICS code training.

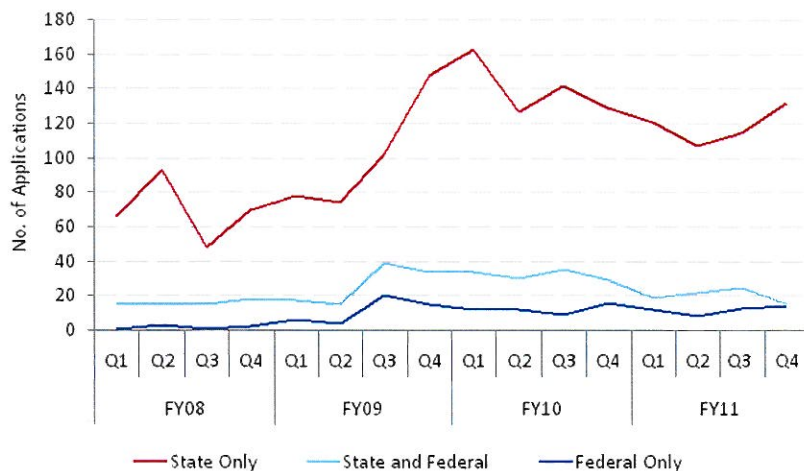
The PDP's of staff directly responsible for analyzing state and federal applications were reviewed for alignment with OMWBE's GMAP measures, specifically the state and new federal application processing time metrics. These PDP's were finalized in the fourth quarter.



4.4.a.1 - Applications Received

How many new applications for certification did OMWBE receive?

Applications Received



Drill Down Measures

Summary Analysis

How many new applications for certification did OMWBE receive?

After declining for the last three quarters, the number of incoming new state applications increased (132) over the same period of FY10 (129) and the previous quarter. However, the number of new federal applications was less than the previous quarter and for the same period of FY10. In contrast, the number of firms submitting annual updates and recertifying with the federal program increased during the fourth quarter over the same period as FY10 and the previous quarter. Similarly, requests for additional NAICS codes from currently certified firms also increased for both periods. These metrics illustrate currently certified firms are continuing to find value with M/W/DBE certification.

New Applications Received:

	Qtr 4 FY10	Qtr 4 FY11
State Only	129	132
Federal Only	16	14
State & Federal	25	15

Data Notes

Data Source: OMWBE Database

Measure Definition: Number of new applications received. Includes first-time applications only, for state, federal, and state/federal combination.

Target Rationale:

Link to Agency Strategic Plan:

Relevance: Last updated October 4, 2011

Notes: (Optional) Previous data included annual updates (for state certification only), and federal recertification's (required every three years).

Also Available

Action Plan: Yes

Extended Analysis: Yes

Action Plan

Title	Who	DueDate	Status	StatusDate
ForumDate : 2010-10-27 (1)				
Restructure certification unit	Director and Certification Managers	9/20/2010	Completed	12/29/2010
ForumDate : 2009-07-15 (1)				
Implement first draft of QuikCheck pre-screening tool	Certification and IT Managers	7/31/2009	Completed	12/29/2010
Add a new item				

Extended Analysis

Other Applications Received (4.4.b)

TYPE	FY10, Qtr. 4	FY11, Q
Federal Annual Updates	68	146
State-Only Recertifications	51	66
Combination (S&F) Recertifications	27	36
NAICS Requests	44	49



What was the processing time for new Federal (DBE) applications?

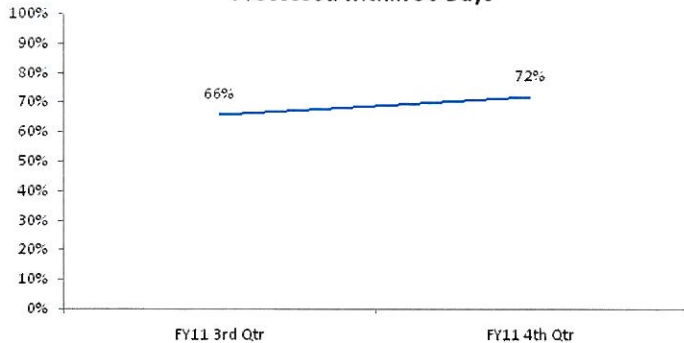
Federal (DBE) Applications Processed Within 90 Days

Drill Down Measures

Federal Disadvantaged Business Enterprise Applications Processed within 90 Days

Summary Analysis

Federal-Disadvantaged Business Enterprise (DBE)
Applications Received



- During the fourth quarter OMWBE began measuring its processing time of DBE applications within 90 days or less (as per federal regulations). The baseline for this measure is the percentage of applications processed during the third quarter of FY11 (66%). During the fourth quarter 72% of DBE applications met the federal time processing requirement.
- With the filling of a vacancy in OMWBE's DBE Certification Division at the end of the 1st quarter of FY12, it is expected this additional FTE will result in greater progress in the processing time of DBE applications in quarter 2, FY12.
- In order to fully comply with federal regulations our goal is to process 100% of new DBE applications within 90 days of conducting the onsite visit(s) required by the federal regulations.

Data Notes

Data Source: OMWBE database
Measure: Federal; The number of new Disadvantaged Business Enterprise (DBE) applications processed within 90 days of the onsite visit, as a percentage of total applications processed during the quarter.
Definition:
Target Rationale: Federal regulations requirement
Link to Agency
Strategic Plan:
Relevance:
Notes: (Optional) Data as of October 4, 2011

Also Available

Action Plan: yes
Extended: no
Analysis:

Action Plan

Title	Who	Due Date	Status	Status Date
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ForumDate : 2011-10-26 (1)

Staffing	Director	9/20/2012	In Progress	10/4/2011
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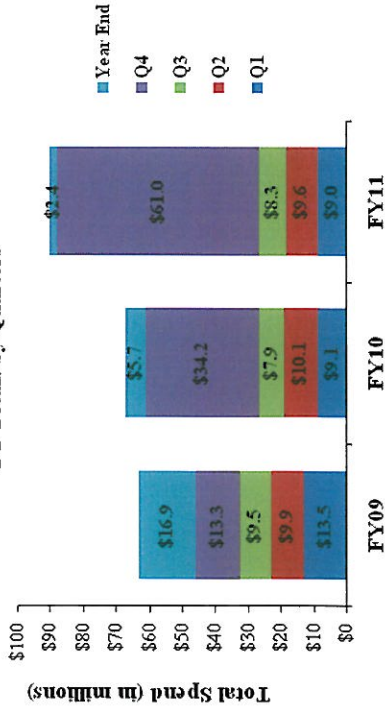
Add a new item



4.5 - Expenditure with Certified Firms

How much has the State spent with certified firms?

State Expenditures with Certified Firms
FY Totals by Quarters



Drill Down Measures

4.5.a - Diverse Suppliers to the State

Summary Analysis

- During the fourth quarter expenditures with certified firms increased over the same period of FY10. This is the second consecutive quarter that expenditures increased from the same period of the prior fiscal year.
- Expenditures reported for the fourth quarter were also significantly greater than the prior quarter.
- Due to an ongoing partnership between OMWBE and OFM to enhance agency expenditure data reporting and transmittal, OMWBE now receives additional expenditure data that was previously not transmitted to OMWBE. An additional \$16.6 million was apportioned to the spend reports of 20 agencies, the largest being \$15.9 million to the Dept of Social & Health Services.
- Notwithstanding the additional source of data, the increased spend during the fourth quarter is still significant because agencies' contracting budget (Phase) was 34.3% less than for the same period of FY10.
- Improved data transmittal to OMWBE has also enabled OMWBE to report partial year end data with this quarter 4 report.

FY11	PBase	MBE	%	WBE	%	Total # Certified Firms	Certified Firms Doing Business
Qtr 1	\$673,397,364	\$5,688,849	.84	\$3,387,068	.50	2692	268
Qtr 2	\$763,925,798	\$5,717,717	.74	\$3,991,348	.52	2744	334
Qtr 3	\$629,942,274	\$4,820,412	.77	\$3,555,502	.55	2686	387
Qtr 4	\$830,906,685	\$22,064,532	2.65	\$38,941,595	4.68	2974	599
Year end (1)	\$9,406,520	\$1,223,360	13.00	\$1,208,840	12.85	3017	605
Final (2)	\$2,907,578,641	\$39,494,870	1.36	\$51,012,355	1.75	3017	605

FY10	PBase	MBE	%	WBE	%	Total # Certified Firms	Certified Firms Doing Business
Qtr 1	\$615,665,989	\$6,790,803	1.10	\$2,290,215	.37	2461	224
Qtr 2	\$690,518,328	\$5,748,426	.83	\$4,363,717	.63	2582	287
Qtr 3	\$580,207,999	\$5,236,305	.90	\$2,730,602	.47	2715	332
Qtr 4	\$1,264,059,720	\$21,964,458	1.73	\$12,283,870	.97	2966	545
Year end	(\$804,214,480)	\$4,677,283	0	\$1,073,332	0	2966	545
Final (2)	\$2,346,237,556	\$44,417,275	1.89	\$22,741,736	.97	2966	545

(1) Year end includes all corrections except for FY11 as correction period is still open

(2) Accumulation of all 4 quarters plus all year end corrections. See footnote 1 for

Data Notes

Data Source:

OMWBE Database
The dollars of expenditure with certified firms includes only state certified firms, not spending with federally certified firms using federal dollars. The PBase (purchasing base) includes spending on goods and services with both state and federal dollars, with certain limited exceptions.

Measure Definition:

Based on OMWBE and OFM's ongoing partnership to enhance agency expenditure data reporting and transmittal, OMWBE now receives additional expenditure data not previously transmitted to OMWBE. This enhancement resulted in an additional \$16.6 million spend to twenty agencies, \$15.9 million of which was attributed to DSHS.

FY09 data does not include University of Washington expenditures. UW data could not be included in OMWBE statewide report totals because data was not reported in a compatible format.

Target

Rationale:

Link to Agency

Strategic Plan:

Relevance:

Data as of October 4, 2011

Notes:

(optional)

Also

Available

Action Plan:

Extended

Analysis:

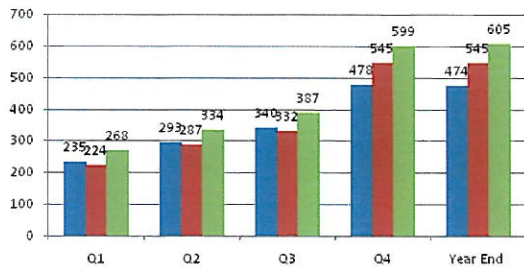
Yes

Yes

Action Plan		Extended Analysis		
Title	Who	Due Date	Status	Status Date
<div> <div> ForumDate : 2009-07-15 (1) </div> </div>				
Second Tier Reporting Pilot	Director	12/31/2009	Completed	9/15/2010
<div> <div> Add new item </div> </div>				

The number of certified firms doing business with the state is increasing.

Number of Certified Firms Doing Business with the State



Data Notes

Data Source: OMWBE's Database

Number is not an accumulation of the quarters. OMWBE does not receive data from the agencies in order to determine the number of contracts a firm has with an agency because agencies either do not report the contract number and/or individual agency transactions are aggregated by OFM as part of its expenditure data preparation process for OMWBE.

Measure Definition:

Each quarter includes firms receiving spend on one or more contracts with one or more agencies during the quarter. A contract can span one or more quarters. Therefore, the same firm may be separately counted in multiple quarters for the same contract. For this year end total, the number of firms doing business with the state are counted only once, regardless of the number of contracts they have.

Target Rationale:

Link to Agency Strategic Plan:

Relevance:

Notes:

(optional)

As of October 4, 2011

Also Available

Action Plan: Yes

Extended Analysis: Yes

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2011-10-26 (1)				
Veteran owned business spend report	Acting Director & IT Administrator	11/30/2011	In Progress	10/4/2011
ForumDate : 2011-10-05 (4)				
Online Directory	Director & IT		Completed	6/23/2011
Supplier Diversity Panel	Director	6/30/2011	Completed	6/30/2011
Ethnic Commission Business Directories	Director		Completed	6/23/2011
Certification Video	Director	6/30/2011	Completed	6/30/2011
ForumDate : 2010-10-27 (2)				
Implement Standard Contract Language	Director & Agency Support Manager	12/31/2011	In Progress	10/4/2011
OMWBE Directory Re-Design	Director & Agency Support Manager	12/31/2011	In Progress	10/4/2011
ForumDate : 2009-07-15 (2)				
Gap Analysis	Director and Agency Support Manager	6/30/2011	In Progress	10/4/2011
Focused Advocacy	Director and Agency Support Manager	6/30/2011	In Progress	10/4/2011
Add a new item				

Summary Analysis

The number of certified firms doing business with the state increased Qtr 4, FY11 (599) from Qtr 4, FY10 (545). Preliminary year end totals increase the number of firms doing business with the state to 605.

The number of certified firms doing business with the state has steadily increased for the past four consecutive quarters. The number of certified firms doing business with the state during the fourth quarter (599) is also greater than for the same period of FY10 (545). The total number of available firms also exceeds that of FY10. Finally, the number of certified firms in each ethnic/gender category, except Native American, increased during the fourth quarter from the previous quarter and for the same period of FY10.

Although the data corrections period for FY11 is still open, additional FY11 year end data shows the state did business with 605 certified firms during FY11.

Number of Certified Firms Doing Business With the State

Ethnicity/Gender	FY11					FY10				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year End	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year End
African American	26	32	39	63	64	21	26	33	53	53
Asian	59	67	81	140	141	47	57	68	114	114
American Hispanic	25	33	34	49	49	13	24	26	46	46
Native American	14	19	20	32	33	9	12	17	34	34
Other	0	0	0	0	0	0	0	0	1	1
Caucasian	144	183	213	315	318	134	168	188	297	297
Total	268	334	387	599	605	224	287	332	545	545

Extended Analysis

- Through its interagency agreement with the Hispanic Affairs Commission (CHA), OMWBE and HCA completed an online Latino Business Directory and M/WBE certification video (English and Spanish versions). Both are posted on OMWBE's and HCA's websites.
- During the fourth quarter two community colleges and two universities finalized their supplier diversity plans which are now posted on OMWBE's website.
- Through its interagency agreement with the Department of Veteran's Affairs OMWBE will publish an annual spend report during November 2011 of the state's business with veteran-owned businesses for FY11.

CERTIFIED FIRMS DOING BUSINESS WITH THE STATE (FY2005-FY2011)

Year	PBase (Billions)	Total # of Certified Firms	Certified firms Doing Business	Dollars (Millions)
2005	\$2.8	2449	421	\$54.6
2006	\$2.7	2487	378	\$80.2
2007	\$2.9	2461	453	\$68.5
2008	\$2.7	2467	460	\$64.9
2009	\$2.0	2649	478	\$65.2
2010	\$2.3	2966	545	\$67.1
2011	\$2.9	3017	605	\$90.5